KINGS COURTYARD INN

Our Health and Safety Protocol

After carefully following the guidance of local and state officials, we are thrilled to open our doors and hearts to you. Our small, dedicated team is looking forward to continuing to provide exceptional service and true southern hospitality.The safety of our guests and staff remains our utmost priority. We have developed comprehensive cleaning and physical distancing protocols. Although Kings Courtyard Inn has always implemented rigorous cleaning and safety standards, we are now enhancing our standards while following all CDC and WHO guidelines.

HEALTH & SANITATION GUIDELINES

We encourage you to review the US Centers for Disease Control's website for the latest information about hotel requirements. Below are the comprehensive protocols and procedures we are putting in place.

GUESTS & SERVICE PROFESSIONALS HEALTH

- Surfaces will be thoroughly treated with hospital-grade disinfectants and cleanings will be conducted with increased frequency
- We have placed signage in lobby and public areas reminding guests to maintain physical distancing protocols (at least six feet)
- Adjusted furniture to allow for appropriate physical distancing (at least six feet)
- Provided additional hand-sanitizing stations at the entrance to the hotel, near the front desk and public areas
- Gloves and masks will always be worn by all staff
- At each employees arrival to work, the management team will administer non-invasive digital temperature readings for all employees. Anyone displaying a temperature over 100.4°F will be taken to a private area for a secondary temporal temperature screening. Employees confirmed to have a temperature over 100.4°F will not be allowed to enter the property and will be directed toward appropriate medical care

THE GUEST EXPERIENCE

- Until further notice, we will not be entering an occupied guest room for housekeeping service. We will provide daily trash and linen retrieval and replenishment services. We will also provide additional toiletries and bottled water as needed. Complimentary breakfast will be provided in the courtyard or delivered outside of your room per request
- Wine and cheese is served nightly in the courtyard between 5:00PM – 6:00PM. Items will be individually plated and serviced by a member of our team who will wear a mask and gloves
- Complimentary coffee is available upon request in the lobby between 6AM – 11AM

EMPLOYEE RESPONSIBILITIES

- Hand Washing: Proper hygiene and frequent handwashing with soap will be vital in helping to combat the spread of virus. All employees are instructed to wash their hands for 20 seconds, or use sanitizer when a sink is not available, every 60 minutes and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering, going on and returning from break, and before or after starting a shift.
- COVID-19 Training: All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact, including housekeeping, food and beverage, public area departments, hotel operations and security.

CLEANING PRODUCTS AND PROTOCOLS

- We will use cleaning products and protocols which meet CDC/EPA guidelines, and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. We will work closely with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and necessary PPE.
- The frequency of cleaning and sanitizing will be increased in all public spaces with an emphasis on frequent-contact surfaces including, but not limited to, front desk check-in counters, elevator and elevator buttons, door handles, public bathrooms, room keys and locks, and stair handrails.